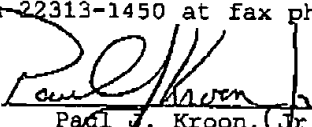


PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Szlam et al.  
Serial No. : 09/437,414  
Filed : November 10, 1999  
For : Dynamic and Interdependent Processing of  
Inbound and Outbound Communications  
Attorney's Docket : CONCERTO-500AX  
Examiner : Allan Hoosain  
Group Art Unit : 2645

I hereby certify that this correspondence is being transmitted by facsimile to  
Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number 703-746-  
5744 on January 12, 2005.

By   
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AMENDMENT AFTER FINAL PURSUANT TO 37 C.F.R. § 1.116

Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 2, 2004,  
please amend the above-identified Patent Application as follows: